

CLAIMS

1. A method for mobile monitoring of an interactive service center where, under management of a central installation, at least one agent processes inquiries, the method comprising the steps of:

5 recording data relating to at least one of the processing of the inquiries and the management of the processing;

displaying the recorded data, including displaying the data to a supervisor by a mobile communication unit; and

monitoring the displayed data by the supervisor.

10 2. A method for mobile monitoring of an interactive service center as claimed in Claim 1, the method further comprising the step of using the recorded data to create supervisory information which is displayed in the mobile communication unit.

15 3. A method for mobile monitoring of an interactive service center as claimed in Claim 2, the method further comprising the step of transmitting the supervisory information to the mobile communication unit.

20 4. A method for mobile monitoring of an interactive service center as claimed in Claim 2, the method further comprising the steps of:

transmitting at least a selection of the recorded data to the mobile communication unit; and

creating the supervisory information in the mobile communication unit.

25 5. A method for mobile monitoring of an interactive service center as claimed in Claim 1, the method further comprising the step of controlling, by the supervisor using the mobile communication unit, at least one of the processing of the inquiries and the management of the processing.

6. A method for mobile monitoring of an interactive service center as claimed in Claim 3, wherein the transmission to the mobile communication unit is wireless.

5 7. A method for mobile monitoring of an interactive service center as claimed in Claim 2, the method further comprising the step of displaying, additionally, at least one of the recorded data and the supervisory information to the supervisor by a fixed unit.

10 8. A method for mobile monitoring of an interactive service center as claimed in Claim 2, wherein the supervisory information is a number of agents available in the contact center.

15 9. A method for mobile monitoring of an interactive service center as claimed in Claim 3, wherein the transmission to the mobile communication unit is effected upon request.

20 10. A method for mobile monitoring of an interactive service center as claimed in Claim 3, wherein the transmission to the mobile communication unit is effected if at least one of the recorded data and the supervisory information satisfies an appropriate criterion.

25 11. An apparatus in an interactive service center, comprising:
at least one terminal for processing inquiries via an agent;
a central installation for managing the processing of the inquiries;
a mobile communication monitoring unit for displaying at least one of management data, processing data and data derived therefrom for a supervisor; and
a unit for transmitting data for the mobile communication unit.